

Serial No. 09/327,408

Amendments to the claims:

Claims 1-107 (cancelled).

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108. (currently amended) A method for providing personalized services at an information service center, comprising:

maintaining a database of telephone numbers in association with personalized service data relating to users ~~having the telephone numbers~~;

receiving a call from a user;

identifying an originating telephone number of the call;

retrieving from the database personalized service data associated with the originating telephone number, the retrieved personalized service data including user status data; and

~~providing at least one personalized service to the user prioritizing the call in one or more queues for service thereof based on the retrieved personalized service user status data.~~

109. (currently amended) The method of claim 108 wherein the retrieved personalized service data also includes data concerning ~~specifies~~ a language preferred by the user.

110. (currently amended) A method for providing personalized services ~~by a service provider~~, comprising:

maintaining a database of identifiers in association with personalized service data relating to users ~~identified by the identifiers~~;

receiving ~~a stream of data~~ information associated with a call from a user ~~before the call is connected to the service provider~~;

deriving an identifier ~~identifying the user~~ from the information ~~stream of data~~;

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retrieving from the database personalized service data associated with the identifier, the retrieved personalized service data including user status data; and providing by the service provider at least one personalized service to the user prioritizing the call in one or more queues for service thereof based on the retrieved personalized service user status data.

111. (currently amended) The method of claim 110 wherein the retrieved personalized service data also includes data concerning ~~specifies~~ a language preferred by the user.

112. (currently amended) A system ~~for use by a service provider~~ for providing personalized services, comprising:

a database for storing identifiers in association with personalized service data relating to users ~~identified by the identifiers~~;

an interface for receiving ~~a stream of data~~ information associated with a call from a user ~~before the call is connected to the service provider~~; and

a processor for deriving an identifier ~~identifying the user~~ from the information stream of data, personalized service data associated with the identifier being retrieved from the database, the retrieved personalized service data including user status data, the call being prioritized in one or more queues for service thereof ~~service provider providing~~ at least one personalized service to the user based on the retrieved personalized service user status data.

113. (currently amended) The system of claim 112 wherein the retrieved personalized service data also includes data concerning ~~specifies~~ a language preferred by the user.

114. (New) The method of claim 108 wherein the originating telephone number is identified based on an automatic number identification (ANI).

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115. (New) The method of claim 108 wherein the services include searching for contact information concerning a desired party in response to a request by the user.

116. (New) The method of claim 115 wherein the services also include establishing a communication connection based on the contact information.

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117. (New) The method of claim 116 wherein the communication connection includes a telephone connection.

118. (New) The method of claim 110 wherein the information contains an ANI.

119. (New) The method of claim 110 wherein the services include searching for contact information concerning a desired party in response to a request by the user.

120. (New) The method of claim 119 wherein the services also include establishing a communication connection based on the contact information.

121. (New) The method of claim 120 wherein the communication connection includes a telephone connection.

122. (New) The system of claim 112 wherein the information contains an ANI.

123. (New) The system of claim 112 wherein the services include searching for contact information concerning a desired party in response to a request by the user.

124. (New) The system of claim 123 wherein the services also include establishing a communication connection based on the contact information.

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125. (New) The system of claim 124 wherein the communication connection includes a telephone connection.

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126. (New) A method for providing services at an information service center, comprising:

maintaining a database of telephone numbers in association with personalized service data relating to users;

receiving a call from a user;

identifying an originating telephone number of the call;

retrieving from the database personalized service data associated with the originating telephone number, the retrieved personalized service data including a name; and

providing a message to the user, the message being personalized to include the name.

127. (New) The method of claim 126 wherein the message comprises a greeting.

128. (New) The method of claim 126 wherein the message comprises a closing.

129. (New) The method of claim 126 wherein the message is played by a voice server.

130. (New) The method of claim 126 wherein the message is voiced by an operator.

131. (New) The method of claim 126 wherein the message is provided in a language preferred by the user.

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132. (New) The method of claim 126 wherein the services include searching for contact information concerning a desired party in response to a request by the user.

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133. (New) The method of claim 132 wherein the services also include establishing a communication connection based on the contact information.

134. (New) The method of claim 133 wherein the communication connection includes a telephone connection.

135. (New) The method of claim 126 wherein the originating number is identified based on an ANI.

136. (New) A method for providing services, comprising:  
maintaining a database of identifiers in association with names;  
receiving information associated with a call from a user;  
deriving an identifier from the information;  
retrieving from the database a name which is associated with the identifier; and  
providing a message to the user, the message being personalized to include the name.

137. (New) The method of claim 136 wherein the message comprises a greeting.

138. (New) The method of claim 136 wherein the message comprises a closing.

139. (New) The method of claim 136 wherein the message is played by a voice server.

140. (New) The method of claim 136 wherein the message is voiced by an operator.

141. (New) The method of claim 136 wherein the message is provided in a language preferred by the user.

142. (New) The method of claim 136 wherein the services include searching for contact information concerning a desired party in response to a request by the user.

143. (New) The method of claim 142 wherein the services also include establishing a communication connection based on the contact information.

144. (New) The method of claim 143 wherein the communication connection includes a telephone connection.

145. (New) The method of claim 136 wherein the identifier includes a telephone number.

146. (New) The method of claim 145 wherein the information includes an ANI.

147. (New) A system for providing services, comprising:  
a database for storing identifiers in association with names;  
an interface for receiving information associated with a call from a user; and  
a processor for deriving an identifier from the information, a name associated with

the identifier being retrieved from the database, a message being provided to the user, the message being personalized to include the name.

148. (New) The system of claim 147 wherein the message comprises a greeting.

149. (New) The system of claim 147 wherein the message comprises a closing.

150. (New) The system of claim 147 wherein the message is played by a voice server.

151. (New) The system of claim 147 wherein the message is voiced by an operator.

152. (New) The system of claim 147 wherein the message is provided in a language preferred by the user.

153. (New) The system of claim 147 wherein the services include searching for contact information concerning a desired party in response to a request by the user.

154. (New) The system of claim 153 wherein the services also include establishing a communication connection based on the contact information.

155. (New) The system of claim 154 wherein the communication connection includes a telephone connection.

156. (New) The system of claim 147 wherein the identifier includes a telephone number.

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157. (New) The system of claim 156 wherein the information includes an ANI.

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